



STATE OF NEW JERSEY

**FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION**

In the Matter of Jean Peterson,
Network Administrator 1 (PS3471H),
Department of Health

Examination Appeal

CSC Docket No. 2021-1760

ISSUED: JULY 26, 2021 (RE)

Jean Peterson appeals the decision of the Division of Agency Services (Agency Services) that found that she did not meet the experience requirements for the promotional examination for Network Administrator 1 (PS3471H), Department of Health.

The subject examination announcement was issued with specific requirements that had to be met as of the July 21, 2020 closing date. The examination was open to employees in the non-competitive division who are currently serving in a title to which the announcement is open and had an aggregate of one year of continuous permanent service as of the closing date, are currently serving as an Information Technology Specialist and met the requirements listed OR to all employees in the competitive division who had an aggregate of one year of continuous permanent service as of the closing date, and met the requirements. Those requirements included graduation from an accredited college or university with a Bachelor's degree which must have included a minimum of eighteen (18) semester hours of credit in mathematics and/or computer science, AND three years of experience in the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN) environments. Applicants who did not possess the Bachelor's degree but possessed the 18 semester hour credits could substitute additional experience as indicated on a year-for-year basis with thirty semester hour credits being equal to one year of experience. Lastly, evidence of formal training in Computer Science/Information Technology received at an accredited institution could be submitted with the application for evaluation by the Civil Service Commission for

possible credit. There were no admitted candidates, and the examination was cancelled on May 20, 2021.

The appellant met the experience requirement per the substitution clause for education, and was found to be lacking six of the 18 required credits in math or computer science.

On appeal, the appellant explains that she was provisionally appointed to the subject title after a classification review of her position. She maintains that she has 16 credits in math from two colleges as well as certifications in CompTIA, A+ and Novell Network Administration. She also completed training at Chubb Institute for Information Technician/Help Desk and computer science. The appellant provides descriptions of college classes related to these areas and which are similar to the training she acquired at Chubb Institute. In support of the appeal, the Executive Director, WIC Services, states that the appellant has in depth knowledge of the computer networking requirements that is the core of the WIC program. She states that the appellant manages the overall information technology needs, solves computer and networking problems fast and efficiently, and has made many technical recommendations for new initiatives. Further, the MIS Coordinator supports the appeal. She states that the appellant is the main reason why there is no loss of service to WIC clients, and as a critical member of the WIC IT team. For example, during the pandemic, employees switched to at-home remote access without State-issued laptops or ability to access the network remotely. She states that the appellant resolved network connectivity issues for multiple users to allow continued access to work files from home while maintaining network security.

CONCLUSION

N.J.A.C. 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the examination announcement by the closing date. Further, *N.J.A.C.* 4A:1-1.2(c) states that the Civil Service Commission (Commission) may relax a rule for good cause in order to effectuate the purposes of Title 11A, New Jersey Statutes.

Initially, Agency Services correctly determined that the appellant lacked six credits in math. It is noted that the Network Administrator 1 performs professional work, which includes development, implementation, and maintenance of multinetwork, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN); maintains centralized, decentralized, and remote network services; maintains network security and data integrity; provides consultations and recommendations to infrastructure managers as required to troubleshoot and resolve network problems, monitor overall performance, and conduct upgrades as required; and may be assigned to the administration of Storage Area Networks (SANs).

According to her application, in her current provisional position, the appellant provides deskside support and consultation and technical expertise, monitors trouble calls, determines corrective action, diagnoses and repairs network communication problems (bad ports, cables, or network switches) and hardware components (desktop computers, monitors, laptops, printers, signature pads, and scanners), diagnoses and repairs operating system failures and improper loading of cloud-based applications, and removes malware or viruses. She performs network administration of LAN and WAN, creates new users and assigns permissions for network resources, sets up and configures wireless networks and assigns rights, recovers documents, files and folders that are deleted or corrupt, maintains network security and data integrity including regularly testing and installing, employing remote access, managing the TeamViewer and remote access software database, creates computer images of operating systems and productivity/ virus software, verifies there are no software conflicts, installs image and distributes new hardware, and completes special assignments. The appellant was provisionally appointed to the subject title on July 20, 2019, and remains in her provisional position performing the above duties. A review of the appellants transcripts indicate that she possesses 16 credits in math, thereby lacking only two credits in math. She has obtained 24 credits from the Chubb Institute in PC support, windows desktop support, Netware support, and NT desktop support, receiving a certificate in Computer Technical Support. Although the appellant lacks two of the required in credits in math, the Commission is satisfied that the totality of her education and experience are acceptable to meet the educational requirements for the subject examination. Additionally, the examination was cancelled as the appellant was the sole applicant. Based on these circumstances, the Commission will accept the appellant's experience, for eligibility purposes, and admit her to the examination.

It is noted that this remedy is limited to the particular circumstances of this matter and does not set a precedent and any other matter.

ORDER

Therefore, it is ordered that this appeal be granted, and the appellant's application be processed.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

DECISION RENDERED BY THE
CIVIL SERVICE COMMISSION ON
THE 21ST DAY OF JULY, 2021

Deirdre' L. Webster Cobb

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